

Durham Department of Water Management WaterSenseSM Toilet Rebate Application Multi-Family/Commercial/Industrial/Institutional Accounts

The City of Durham is offering rebates valued at \$100 per toilet when qualified water users replace existing high water using toilets with EPA WaterSense rated high efficiency toilet (HET) models.

IMPORTANT: Please read all program rules on page 2 of this application before submitting.



CUSTOMER INFORMATION

Name of Applicant (Account Holder): _____
 Service Address: _____
 Mailing Address: _____
 City: _____ State: _____ Zip: _____
 Daytime Phone: _____ Evening Phone: _____
 Email Address: _____
 Account number (please refer to your water bill): _____
 How did you hear about the toilet rebate program? ☐ Mailer ☐ Newspaper ☐ Radio
☐ Website ☐ City Staff Member ☐ Retailer ☐ Other _____
 Age of dwelling/building(s) or year built: _____ Total number of toilets in the structure(s): _____

OLD TOILET INFORMATION

(Use a separate application if you have replaced more than 3 types of toilets.)

Type	Total # Replaced	Old Flush Volume*	New Toilet Manufacturer	New Toilet Model Name	New Toilet Model #	Install Date	Installer Name
1							
2							
3							

(*See page 2 for tips on determining toilet flush volume.)

Attach a **COPY OF THE MOST CURRENT WATER BILL** (Submitting an application without a copy of the most recent water bill will delay processing. Customers may become ineligible to take part in the program.)

Attach **THE ORIGINAL DATED SALES RECEIPT/INVOICE** showing the price, toilet model, and store where purchased. (The original sales receipt/invoice must show the purchase was made on or after Jan. 1, 2008)

FOR OFFICE
USE ONLY

Date Received

Approved:

☐ Yes
☐ No

Rebate #

Date rebate
applied to
account

Verified by

Please read the paragraph below carefully before signing. If you do not fully understand each statement, please call (919) 560-4381, or email toiletrebate@durhamnc.gov.

I have read, understand and agree to the terms and conditions of this rebate application as stated on page 2 of this application. I declare under penalty of perjury of the laws of the State of North Carolina that all of the information provided herein is true to the best of my knowledge. I hereby certify that I am the customer authorized to replace the toilets at the address listed above or the person who can authorize replacement has signed below. This program does not guarantee the high efficiency toilet(s) performance or workmanship. I agree to a post-installation verification. The toilet(s) being replaced will be destroyed or disabled before disposal. I am responsible for the high efficiency toilet(s) cost above the rebate amount, NC sales tax and installation charges.

Applicant Signature _____ Print Name _____ Date _____
 (Property Owner)

Please mail this completed application with your most current water bill and original dated sales receipt/invoice to:
Department of Water Management
Toilet Rebate Program
1600 Mist Lake Dr.
Durham, NC 27704

Durham Department of Water Management WaterSenseSM Toilet Rebate Application

Multi-Family/Commercial/Institutional Property Accounts



TO QUALIFY FOR A REBATE AS A MULTI-FAMILY, COMMERCIAL, OR INSTITUTIONAL PROPERTY, THE FOLLOWING CRITERIA MUST BE MET:

1. The purchased toilet(s) must be officially identified with the EPA WaterSense label.
2. High efficiency toilets (HETs) must be installed in a multi-family dwelling.
3. Applicant must have a current water account and receive water directly from the City of Durham.
4. Applicant must provide a copy of their most recent bill when submitting their high efficiency toilet rebate application.
5. The total number of rebate credits may not exceed the total number of toilets in the building and may not exceed 75 total rebate credits per customer.*
6. Toilets can be one piece (tank and bowl as one unit) or two pieces (tank and bowl) to be fitted together for a complete unit.
7. Each new toilet must replace an existing 1.6 gallons or greater per flush toilet. (Instructions on how to calculate the flush volume of a current toilet are included with this application – see below.)
8. Applicant agrees to not reuse, sell, or give away the old toilet(s) and must provide for proper disposal.
9. Applicant agrees to pay any and all sales tax, installation parts (eg. wax ring, bolts, flex hose, toilet seat), labor and building costs associated with the HET installation.

*Each customer will have the option to appeal for additional rebates beyond 75. Staff will evaluate the needs of the program, including program equity and availability of funds, when determining the outcome of the request.

REBATE INSTRUCTIONS:

1. Purchase and install a qualifying WaterSense rated high efficiency toilet(s). Note: The toilet(s) **MUST** be installed prior to submitting the application for a rebate credit.
2. Complete, sign and date the other side of this application and submit it with a copy of current water bill and original dated sales receipt(s) to the address at the bottom of page 1 of this application.
3. Once the rebate application is approved, a rebate credit will be applied to the account holder's City of Durham water and sewer bill. The credit will ONLY be applied to the account for the service location where the toilets have been installed. Please allow 8 to 12 weeks for processing.

DO NOT SEND WATER BILL PAYMENT WITH THE APPLICATION!

TIPS TO DETERMINE GALLONS-PER-FLUSH VOLUME

1. Look for marks or labels near the toilet seat hinge. A 5-gallon per flush (gpf) toilet might be shown as 22.73 liters, a 3.5 gpf as 15.91 liters. All 1.6 gpf (6.1 liters) toilets should be marked at the toilet seat hinge. If no markings are present, check the underside of the tank lid or the tank's back inside wall for a date stamped in the porcelain. Toilets produced before 1985 are 5-7 gpf, a date between 1985 and 1991 would be 3.5 gpf. All toilets made after 1993 are 1.6 gpf.
2. There are two ways to conduct a Toilet Water Use Test. The most accurate way is by measuring the tank.
 - a. Measure the length of the tank in inches.
 - b. Measure the width of the tank in inches.
 - c. Measure the full water level in the toilet tank in inches (depth 1).
 - d. Flush the toilet and measure the drop at the lowest level (depth 2).
 - e. Subtract depth 2 from depth 1. This will give you the "drop" measurement.
 - f. Multiply the length times the width times the "drop" to determine the volume of cubic inches of water used per flush.
 - g. Divide the volume by 231 to get the number of gallons per flush

REBATE AMOUNT

The value of the high efficiency toilet rebate is \$100 per toilet and may cover the entire retail cost of an HET if the total cost does not exceed the total value of the rebate. High efficiency toilet purchase costs that exceed the rebate value are not covered under this program. Any high efficiency toilet cost that exceeds the rebate value is to be paid by the applicant and is the sole responsibility of the applicant.

VERIFICATION OF INSTALLATION

The City of Durham reserves the right to inspect to verify the installation of the new HET model(s) submitted for this rebate program, and if contacted, you agree to allow for a post-installation inspection. Inspections will be scheduled Monday through Friday.

DURATION

The start date for the Durham Department of Water Management High Efficiency Toilet Rebate Program is September 1, 2008. Applications will be accepted on a first come, first served basis, only while funding is available, or until the program is discontinued. The City of Durham, in its discretion, may, at any time modify, suspend or terminate this program without prior notice.

Disclaimers: The City of Durham reserves the right to reject any application that does not meet all of the requirements of this rebate program. The City of Durham makes no representations or warranties as to the condition, quality, effectiveness, operability or cost of installing or maintaining a high efficiency toilet subject to this program, or removing or disposing of a low efficiency toilet, associated parts, building materials, labor and equipment in connection therewith and, to the extent not prohibited by law, disclaims all express and implied conditions, representations and warranties related thereto, including without limitation, any implied warranty of merchantability or fitness for a particular purpose.

Limitation of Liability/Release: Applicant understands and agrees that, to the extent not prohibited by law, in no event shall the City of Durham, its officials, officers, employees or agents be liable for any claimed or actual damages or losses of any kind, however caused and regardless of the theory of liability, related in any way to this rebate incentive program, even if the City of Durham has been advised of the possibility of such damages or losses. To the extent not prohibited by law, applicant assumes all risks associated with this program, including without limitation, all risks associated with purchase, installation and maintenance of an HET model subject to this program (**including without limitation the risk of not realizing cost savings as a result of converting to a high efficiency toilet model**), and the removal and disposal of old toilets, associated parts, building materials, labor and equipment in connection therewith. Applicant releases the City of Durham, its officials, officers, employees and agents from any and all claims for damage or death or injury to any persons or property arising in any way from this rebate program, including the installation of an HET, associated parts, building materials, labor and equipment subject to this program (including without limitation the use or operation thereof), or the removal or disposal of any toilet, associated parts, building materials, labor and equipment in connection therewith, other than those caused solely by the willful or grossly negligent acts or omission of the City of Durham.